Frequently Asked Questions
COVID-19 Vaccine Management System

CVMS Solution Overview

What is CVMS?

The **COVID-19 Vaccine Management System (CVMS)** is a secure, cloud-based vaccine management solution for COVID-19 that enables vaccine management and data sharing across North Carolina providers, hospitals, agencies, and local, state, and federal governments on one common platform.
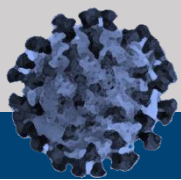
CVMS Users

How is CVMS being used?

1. **Providers** will utilize CVMS to enroll themselves as administrators of the COVID-19 vaccine. They will also use CVMS to manage COVID-19 vaccine inventory and document the administration of the COVID-19 vaccine to recipients.

2. **Employers** that are invited can upload their eligible employees into CVMS so they can register to receive the COVID-19 vaccine.

3. **State Staff** will help providers enroll in CVMS and manage the COVID-19 Vaccination Program.

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CVMS Provider Enrollment Portal

1. **What is the link for the CVMS Provider Enrollment Portal?**

   The link to the CVMS Provider Enrollment Portal is https://covid-enroll.ncdhhs.gov/.

2. **Where can I get training on how to use the CVMS Provider Enrollment Portal?**

   Comprehensive training materials, including presentations, recordings, step-by-step user guides, and required forms are available on the NC Immunization Branch website under the CVMS Provider Enrollment Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

3. **As a location within a larger Healthcare Provider organization, how will I know when to register for an account in CVMS?**

   The designated Organization Administrator for your organization will initiate the CVMS provider enrollment process. While completing Section A, they will identify and add Vaccine Coordinators for each location they want to include in the Provider Agreement. The Vaccine Coordinators will receive a welcome email inviting them to register their location on the CVMS Provider Enrollment Portal.

4. **How do I update my Provider Agreement after it has been submitted (e.g., to add a new freezer)?**

   A provider may update any of the information in their Provider Agreement by accessing the COVID-19 Vaccine Management System (CVMS) Provider Enrollment Portal at https://covid-enroll.ncdhhs.gov/. For providers that completed the Provider Agreement in REDCap, all of their Provider Agreement information was migrated to the CVMS Provider Enrollment Portal. Please contact CVMS-Help@dhhs.nc.gov if you need assistance accessing the CVMS Provider Enrollment Portal.

CVMS Provider Portal

5. **What is the link to the CVMS Provider Portal?**

   The link to the CVMS Provider Portal is https://covid-vaccine-provider-portal.ncdhhs.gov. In the CVMS Provider Portal, enrolled providers can manage COVID-19 vaccine inventory, check-in recipients, and capture vaccine administration details.

6. **Where can I get training on how to use the CVMS Provider Portal?**
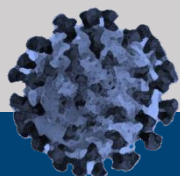
Comprehensive training materials, including presentations, recordings, step-by-step user guides, and required forms are available on the NC Immunization Branch website under the CVMS Provider Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

7. **How do our employees get access to the CVMS Provider Portal so they can manage COVID-19 vaccine inventory, check-in patients, and document the administration of COVID-19 vaccines to recipients?**

The designated Vaccine Coordinator for each enrolled location should complete and submit a HCP User Onboarding Template to COVIDhelp@dhhs.nc.gov. Please see the HCP User Onboarding User Guide and Template that are located on the NC Immunization Branch's website under the CVMS Provider Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

Please note that a Vaccine Coordinator can submit the HCP User Onboarding Template multiple times if needed as new employees need to get access to the CVMS Provider Portal.

8. **How does a CVMS user obtain an NCID?**

Users will need to go to the NC Department of Information Technology website at https://ncid.nc.gov/ to obtain an NCID. Please see the Logging In and Getting Started User Guide that is located on the NC Immunization Branch's website under the CVMS Provider Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

9. **What should I do if I experience a logon issue when trying to access the CVMS Provider Portal?**

We recommend trying the following troubleshooting tips before contacting the CVMS Help Desk at CVMS-Help@dhhs.nc.gov:

- Use Google Chrome, Safari, or Firefox browser; Internet Explorer and Edge browsers are not compatible with CVMS
- Clear your browser's history
- Use this link https://covid-vaccine-provider-portal.ncdhhs.gov to directly access CVMS Provider Portal; do not use previous bookmarks
- Use your NCID username and password
- Do not have multiple browser sessions open at the same time

10. **Do you recommend all office staff (e.g., receptionist, medical assistants) be added as users to CVMS, or just those that will be administering the COVID-19 vaccine?**
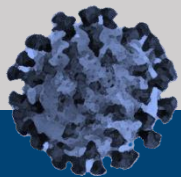
We recommend that any employee that may need to support the COVID-19 vaccine administration process for your organization be added as a user to the CVMS Provider Portal. This includes staff that are involved with receiving and managing the COVID-19 vaccine inventory, checking in recipients, and capturing vaccine administration information.
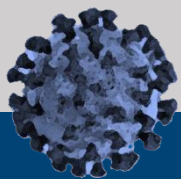
11. **How will users that have been granted access to the CVMS Provider Portal be notified?**

Once a user has been granted access to the CVMS Provider Portal, they will be notified by email and will be able to connect to the CVMS Provider Portal using their <u>NCID username and password</u>.

12. **I am the Vaccine Coordinator for two different hospitals. The CVMS login I received only works for one of the two hospitals. How do I get a second login to transfer some doses from Hospital A to Hospital B?**

Having a Vaccine Coordinator able to support multiple locations using the same NCID is not yet supported in CVMS. However, this has been identified as a future enhancement. For now, you will need to obtain a second business NCID for the second hospital location and submit your name, email address, second NCID, and assigned Profile to CVMS using the HCP User Onboarding Template.

13. **Are we required to use CVMS for registering employees for the COVID-19 vaccine, or can we use our dedicated employee health electronic health record system for that purpose?**

All recipients must be registered in CVMS and their COVID-19 vaccine administration information captured in CVMS to support federal reporting requirements. The State is exploring future enhancements to CVMS to support integration with leading electronic health record systems to help reduce double entry of information across systems.

14. **Do we have the ability to see which uploaded recipients have completed their registration within CVMS?**

Healthcare Providers enrolled in CVMS are able to see all recipients that have successfully completed their registration, as well as any COVID-19 vaccine administration information.

15. **We are a multi-state health system; do we only load our NC-based employees to CVMS?**

You should only upload to CVMS your employees that live or work in North Carolina and that meet the Phase 1 Priority Tier guidelines. For more information on the Priority Tier guidelines, please see the appendix of the CVMS Readiness Checklist located on the NC Immunization Branch's website under the CVMS Provider Enrollment Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

16. **How do we add eligible employees to CVMS?**
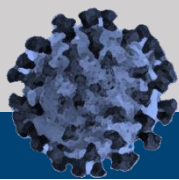
CVMS users with a Healthcare Location Manager profile can connect to the CVMS Provider Portal, click on the "Bulkload" tab, and upload eligible recipients into CVMS using the Recipient Bulk Upload template (.csv file). Please see the Recipient Bulk Upload User Guide and Template that are located on the NC Immunization Branch's website under the CVMS Provider Portal section at: https://immunize.nc.gov/providers/covid-19training.htm. Successfully uploaded recipients will be sent an email from CVMS that instructs them to go to the CVMS Recipient Portal to complete the registration process. Any recipients that were not successfully uploaded will be included in an Excel file that will be emailed to the Healthcare Location Manager to resolve and re-upload.

17. **Will recipients be able to use an alias?**

No. The information entered into CVMS should be treated as an official medical record and recipients should provide their actual first name and last name so their COVID-19 vaccine history will be accurate.

18. **When will recipients successfully loaded into CVMS receive their welcome email?**

Recipients successfully uploaded into CVMS with a valid email will be sent a welcome email with link to the CVMS Recipient Portal within 24 hours. Recipients should check their junk or spam folder if they do not receive the welcome email within 24 hours.

19. **How can I upload more than 100 Phase 1 eligible employees into CVMS?**

There is a limit of 100 recipient names that can be bulk uploaded into CVMS at a time. You may upload as many files that contain 100 recipient names or less as needed. If you have a significant number of Phase 1 eligible recipients to upload into CVMS, you can list all of the recipients PER LOCATION in a single Recipient Bulk Upload template and email the completed template to COVIDhelp@dhhs.nc.gov for it to be uploaded into CVMS through the back-end.

20. **How do we determine if an employee should be flagged as High in the Risk column when uploading recipients into CVMS?**

Employees that are in a role in which they can answer yes to any one of the following questions should be marked as High under the Risk column in the Recipient Bulk Upload template:

- Are they responsible for caring / cleaning in areas with COVID-19 patients?
- Are they responsible for performing tasks with high risks of aerosolization (e.g. intubation, bronchoscopy, suctioning, invasive dental procedures, invasive specimen collection, CPR)?
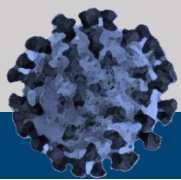
- Are they responsible for handling decedents with COVID-19?
- Are they planning to administer the COVID-19 vaccine?

21. **Should we upload all of our employees to CVMS?**

We request that you initially upload only employees that are flagged as having a Risk level of High. Please see the Recipient Bulk Upload User Guide located on the NC Immunization Branch's website under the CVMS Provider Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

22. **What is the expected turnaround time for the NC Immunization Branch to complete the Recipient Bulk Upload Process for submitted templates with over 100 recipients?**

Submitted Recipient Bulk Upload Templates should be processed within one to two business days.

23. **Will there be a paper-option to register recipients and document the administration of the COVID-19 vaccine in case CVMS Provider Portal is not available?**

The NC Immunization Branch will make available to providers enrolled in CVMS a paper-based form to help capture the recipient registration and COVID-19 vaccination information in case CVMS is not available (e.g., due to power outage, internet outage, system outage). The providers would need to enter the information collected on the paper-based form into CVMS as soon as they regain access to CVMS.

24. **What is the difference between a redistribution and a transfer?**

Transfers are when vaccines are moved between locations that are not in the same organization. Redistributions are when vaccines are moved between locations within the same organization. Both Transfers and Redistributions require pre-approval and processing by the NC Immunization Branch. Please see the Inventory Wastage, Return, and Transfer User Guide located on the NC Immunization Branch's website under the CVMS Provider Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

25. **How do we request a redistribution or transfer of COVID-19 vaccines?**

To request redistribution or transfer of COVID-19 vaccine inventory from a location with an approved redistribution agreement (not required for a transfer) on file to a location within their organization (Redistribution) or outside their organization (Transfer), the Sending Provider shall complete and submit a COVID-19 Redistribution / Transfer Request Form (located on the NC
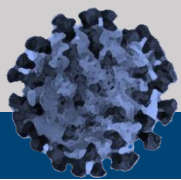
Immunization Branch's website (https://immunize.nc.gov/providers/covid-19training.htm) to CVMS-help@dhhs.nc.gov with a subject line of Redistribution / Transfer Request. Redistribution and transfer requests for COVID-19 vaccines require NC DHHS Immunization Branch approval to ensure proper storage capabilities and tracking of COVID-19 vaccine inventory movements.

If the submitted Redistribution / Transfer Request is approved, the NC Immunization Branch will enter a Transfer Request into CVMS to begin the process to move the inventory from the Sending Provider to the Receiving Provider. The Sending Provider is responsible for moving the inventory to the Receiving Provider and following all CDC and manufacturer handling requirements.

CVMS Recipient Portal

26. **How can I register to receive the COVID-19 vaccine?**

During the initial phase of the COVID-19 Vaccination Program, Healthcare Providers and selected employers will be identifying and uploading their Phase 1 eligible employees into CVMS. In future phases, individuals will be able to register themselves in CVMS.

27. **Do I have to have an email to register in the CVMS Recipient Portal to get the COVID-19 vaccine?**

No, having an email is not required. Recipients without an email address are able to be registered in CVMS by the provider at the time of their COVID-19 vaccination. However, receiving second dose reminders via email would not be possible with a valid email address in CVMS.

28. **What if I need to update my registration information in the CVMS Recipient Portal?**

A recipient can access their account in the CVMS Recipient Portal at any time to update their responses. The link to the CVMS Recipient Portal is https://covid-vaccine-portal.ncdhhs.gov/.

29. **After a recipient completes their registration in CVMS, will they be told if they are eligible or not?**

Yes, recipients that complete their registration in the CVMS Recipient Portal will see their Eligibility status in CVMS.
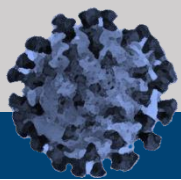
30. **Is there a way for recipients to opt out in CVMS, or do they just not set up their profile?**

If a recipient prefers not to receive the COVID-19 vaccine, they do not need to complete the set-up and registration process in the CVMS Recipient Portal. We do recommend recipients save the welcome email they may receive in case they decide later to receive the COVID-19 vaccine.

31. **When will the CVMS Recipient Portal support Spanish community members**

The NC Immunization Branch understand the importance of making CVMS accessible to our Spanish-speaking community members, and is prioritizing the translation of the recipient-facing components of the CVMS Recipient Portal to Spanish.

32. **How can a recipient get proof of vaccination?**

Yes, recipients can obtain a proof of vaccination by accessing the CVMS Recipient Portal. Please see the CVMS Recipient Portal User Guide located on the NC Immunization Branch's website under the CVMS Recipient Portal section: https://immunize.nc.gov/providers/covid-19training.htm.

CVMS Employer Portal

33. **What is the difference between the CVMS Provider Portal and the CVMS Employer Portal?**

The CVMS Provider Portal is where enrolled Healthcare Provider organizations can upload their Phase 1 eligible employees into CVMS, as well as manage COVID-19 inventory and vaccine administration information. The CVMS Employer Portal is where non-provider organizations that are invited by the NC Immunization Branch can upload their Phase 1 eligible employees into CVMS.

34. **How will employers be identified to use the CVMS Employer Portal to upload Phase 1 eligible employees or individuals?**

The NC Immunization Branch working with local health departments will identify employers that will be added to the CVMS Employer Portal to enable them to upload their Phase 1 eligible employees / individuals.